



# Cole Jhonson

Shift Supervisor

## Info

### Address

1515 Pacific Ave, Los Angeles,  
CA 90291, United States

### Phone

(541) 754-3010

### Email

email@email.com

### Place of birth

San Antonio

### Nationality

American

### Driving license

Full

## Links

[Linkedin](#)

[Twitter](#)

## Skills

Problem Assessment

Safety Procedures

Knowledge of Banking  
Software

Payroll

Account Reconciliation

Project Implementation

Customer Relationship  
Management

Labor Laws

Disciplinary Procedures

Resource Allocation

## Profile

*Confident Shift Supervisor with a decade of experience in supervising and inspiring large contact center teams in a telecoms environment. Proven record of reducing staff absenteeism and disciplinary incidents by over 50% during the last year by implementing an employee recognition scheme. Attained Certified Supervisor status recently and is currently completing an online Diploma in Leadership Innovation and Management Practices.*

## Employment History

### Shift Supervisor, Okesh Warehousing & Distribution

Jan 2018 – Present 📍 Kansas City

*Implemented an employee wellness programme couples with a worker engagement project which reduced yearly staff turnover by 35%*

- Take accountability for overall team performance regarding daily deliveries, number of pallets packed and offloading and on loading time frames
- Ensure that work areas are clean and organized by the facility janitors
- Take responsibility for handling customer issues and complaints
- Oversee inventory reconciliations and approve check-ins and check out of merchandise
- Do daily, and weekly route planning for truck drivers and confirm ETA's with clients
- Generate inventory and logistics reports for management on a daily and weekly basis

### Shift Supervisor, MBS Document Automation

Jan 2015 – Dec 2017 📍 Austin

*Mentored 10 recruits per year in the mechanic apprenticeship program with all of them achieving a 100% pass rate for the Certified Mechanic examination .*

- Create work schedules and rosters based on staff availability, and coordinate activities for the morning and afternoon shift based on the number of employees available for each shift
- Organize stand-in administrators at short notice when employees are off sick
- Handle the morning meeting with a staff complement of 40 discussing issues from the previous day and discussing the operational plans for the day ahead
- Responsible for training and onboarding new staff members Conduct quarterly performance appraisals and subsequent training initiatives
- Budgetary duties include managing office supplies tracking grocery expenses and approving purchases for IT and communication equipment
- Reconcile all cash management transactions, banking, and payments received by walk-in clients as well as checks delivered or online payments made

### Assistant Shift Supervisor, BJ's Burger Franchise Group

Jan 2012 – Dec 2014 📍 Indianapolis

Performance Appraisals

Operating Processes

Business Continuity Planning

Employee Wellness

Work Schedules

Cycle Counts

*Created a new training curriculum which reduced onboarding time from 6 weeks to 4 weeks.*

- Supervise all kitchen stations to ensure timely delivery of orders for in-house patrons as well as take-out customers
- Deal with complaints and queries from customers and suppliers
- Ensure that workstations are cleaned and sanitized regularly by the cleaning team
- Compile rosters and shift schedules for kitchen staff, servers, waiters front of house and delivery drivers
- Responsible for staff performance appraisals and disciplinary actions
- Supervise cash up activities at the end of each shift
- Inspect and proofread daily menus before they are distributed
- Generate sales and inventory reports daily and present a weekly summary to the restaurant owner

## Languages

English



French



Dutch




German



## Education

### University of Ohio, Associates Degree in Business Management

Jan 2016 – Jun 2018  Cleveland

GPA: 3.8

Majors: Business Management, HR Management


Minors: Communications, Accounting, Economics

Accolades: Deans Honors List

### Project Management Institute, Project Management Professional (PMP)

May 2016 – Nov 2016  Online

### Project Management Institute, Certified Associate in Project Management (CAPM)

Jan 2015 – Apr 2015  Online

## Courses

### Certified Manager (CM), Institute of Certified Professional Managers

Sep 2019 – Oct 2019